

City & Borough of Juneau Water Service Line Material Survey

The City and Borough of Juneau (CBJ) is performing a Water Service Line Material Survey for all buildings served by the CBJ water utility. The United States Environmental Project Agency's (USEPA) Safe Drinking Water Act requires that public water systems – like the CBJ water utility – perform these surveys to identify where lead service lines exist in water systems. The City and Borough of Juneau (CBJ) has contracted Geosyntec Consultants to perform the survey.

Frequently Asked Questions

Q: What is a Water Service Line?

A water service line is the pipe that leads from the CBJ water main to your house or business. It is installed during the process of constructing a building and is the responsibility of the building owner or homeowner.



Q: Why is CBJ performing the survey?

A: The United States Environmental Protection Agency (USEPA) Safe Water Drinking Act requires all Community and Non-Transient Non-Community public water systems to develop and maintain a Service Line Inventory. This survey will help CBJ meet the USEPA requirements for the Service Line Inventory.

Q: Why doesn't CBJ already know what the service line material is for houses and buildings in Juneau?

A: While water main lines are the responsibility of CBJ, water service lines are installed by the builder or construction company that built the dwelling or building. Service line materials have changed over the years and builders are not required to inform the CBJ what type of service line materials they used on a house or building. It's important that the CBJ gets the information from the property owner to determine if lead service lines are used in the house or building.

Q: Should residents be worried about lead pipes?

A: The water mains servicing CBJ water utility customers are not made of lead. However, since lead contamination of drinking water can result in health problems, the CBJ encourages property owners to complete the survey to help us gain a better understanding of the types of service line materials in use.

Q: I performed the water service line material tests, but I'm still not sure about my service line material. What do I do?

A: If you performed the scratch and magnet test and still aren't sure what your material is, you can upload photos of the service line via our online survey at <https://hubs.ly/Q02wHlQD0>.

Q: Where can I get this survey in another format or language?

A: If you have further questions about this survey or need the survey materials in another format or language, contact the CBJ Water Utility at 907-586-0393 or by e-mail at public.works.admin@juneau.gov.

Q: Where can I find more information about Alaska's compliance with the USEPA Safe Drinking Water Act?

A: Visit <https://dec.alaska.gov/eh/dw/lcrr/>.

Q: Is this survey confidential?

A: Lead Service Line Inventory (LSLI) survey responses will be kept confidential while they are being compiled and verified by the CBJ and the State. Once completed, the results of the LSLI will be made available publicly as per the Alaska Public Records Act (PRA; AS 40.25.100 – AS 40.25.295).

Page 2-4: Folded Postcard Mailer *(to owner who own 1-5 parcels)*

CBJ WATER MATERIAL SERVICE LINE SURVEY
C/O GEOSYNTEC CONSULTANTS
3003 MINNESOTA DR STE 302
ANCHORAGE, AK 99503




{RECIPIENT NAME}
{STREET ADDRESS}
{CITY ST ZIP}

MAILER: Addressee Panel

fold line

MAILER: Cover Panel

A decorative pattern of blue water droplets of various sizes and shades, arranged in a vertical column on the left side of the cover panel.

**TAKE THE
WATER SERVICE
LINE MATERIAL
SURVEY TODAY!**



Geosyntec
consultants

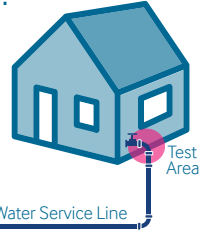
City & Borough of Juneau (CBJ) Water Service Line Material Survey

Why is the CBJ performing a Water Service Line Material Survey?

The United States Environmental Protection Agency's (USEPA) Safe Drinking Water Act requires that community water systems – like the CBJ water utility – perform these surveys to identify where lead service lines exist in water systems. The City and Borough of Juneau (CBJ) has contracted Geosyntec Consultants to run the survey and perform outreach regarding the survey.

What is a water service line?

A water service line is the pipe that leads from the CBJ water main to your house or business. It is installed during the process of constructing a building and is the responsibility of the building owner or homeowner.



CBJ Needs Your Help to Complete the Survey

Follow the steps below to determine your water service line material. **Are you the property owner but not onsite?** We encourage you to work with your tenants to complete the survey online.

1 Get Ready

To complete the survey, **grab a coin or key and a strong refrigerator magnet.** You'll use these to test the water service line material.



2 Locate the Water Service Line

Look for where the water service line pipe enters the building. This could be in **a crawl space or through a concrete slab, near the water shut-off valve or handle.**



Water line building entry

3 Identify Your Water Service Line

If your pipe is plastic, you can skip this step and go to Step 4. If your pipe is metal, do the following and compare your results to the table below.

- Carefully use your key or coin to scratch the pipe** – like you would scratch off a lottery ticket. Do not use a screwdriver or other sharp object.
- Place the magnet on the pipe.**

When you scratch the pipe and it's...	Shiny silver	Shiny copper	Dull gray
And the magnet...	Doesn't stick	Doesn't stick	Sticks
Your water service line material is:	Lead	Copper	Galvanized steel or iron

4 Take a Photo

Take a photo of your water service line to upload with your survey response.

? Questions?

Read the Water Service Line Frequently Asked Questions online at <https://hubs.ly/Q02wHIQD0>

Contact the CBJ Water Utility at 907-586-0393 or e-mail public.works.admin@juneau.gov.

5 Submit Your Survey Results

Scan the QR code with your smartphone to input your water service line results by July 15, 2024.

Don't have an internet connection or smartphone? Write down your survey result on the attached pre-addressed postcard (below) and drop it in the mail. No postage required!



{PARCEL OWNER MAILING ADDRESS}
{PARCEL OWNER CITY ST ZIP}

POSTAGE
PAID
INDICIA

SURVEY POSTCARD: Address Panel

CBJ WATER MATERIAL SERVICE LINE SURVEY
C/O GEOSYNTEC CONSULTANTS
3003 MINNESOTA DR STE 302
ANCHORAGE, AK 99503

Remove postcard along perforation.

City & Borough of Juneau (CBJ)

Water Service Line Material Survey Return Card

Physical Parcel Address:

{Parcel Street Address}

Approximate Construction Date, if known:

Parcel Owner of Record

{Name 1}
{Name 2 if needed}

What is the water service line material?

- Copper Galvanized
 Plastic Lead

Your Name (Printed)

Signature

Date

Your Email

Your Phone

If, after performing the water line material tests described above, you're unsure about the material of your service line, we encourage you to complete the survey online and upload a picture of your water service line.

Lead Service Line Inventory (LSLI) survey responses will be kept confidential while they are being compiled and verified by the CBJ and the State. Once completed, the results of the LSLI will be made available publicly as per the Alaska Public Records Act (PRA; AS 40.25.100 – AS 40.25.295).

SURVEY POSTCARD: Question Panel



ENGINEERING & PUBLIC WORKS DEPARTMENT

Utilities Division

2009 Radcliffe Road, Juneau, AK 99801

p: 907.586.0393 | f: 907.789.1681

June 6, 2024

«Owner»

«CO_MailingAddress»

«Street_MailingAddress»

«City_MailingAddress», «State_MailingAddress» «Zip_MailingAddress»

RE: City and Borough of Juneau Utility Water Service Line Material Survey

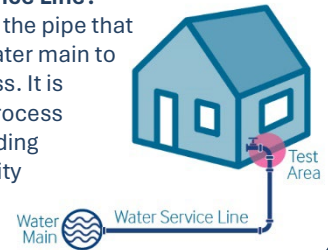
Dear «Owner»,

The City and Borough of Juneau (CBJ) is performing a Water Service Line Material Survey for all buildings served by the CBJ water utility. The United States Environmental Protection Agency's (USEPA) Safe Drinking Water Act requires that public water systems – like the CBJ water utility – perform these surveys to identify where lead service lines exist in water systems. The City and Borough of Juneau (CBJ) has contracted Geosyntec Consultants to perform the survey.

Each property owner in the CBJ is responsible for completing the survey for each parcel of property owned. CBJ records indicate that you own «Num_Properties» parcels. We have provided the enclosed forms – with each parcel locations listed – so that you can easily complete the survey and send the results to our consultant for processing. Instructions for how to determine the service line material are also enclosed. Survey responses are due by July 15, 2024.

What is a Water Service Line?

A water service line is the pipe that leads from the CBJ water main to your house or business. It is installed during the process of constructing a building and is the responsibility of the building owner or homeowner.



Lead Service Line Inventory (LSLI) survey responses will be kept confidential while they are being compiled and verified by the CBJ and the State. Once completed, the results of the LSLI will be made available publicly as per the Alaska Public Records Act (PRA; AS 40.25.100 – AS 40.25.295).

If you have questions regarding this letter or the enclosed instructions, please contact the CBJ Water Utility at 907-586-0393 or by e-mail at public.works.admin@juneau.gov.

If you'd like more information about Alaska's compliance with the USEPA Safe Drinking Water Act, visit <https://dec.alaska.gov/eh/dw/lcrr/>.

We appreciate your cooperation with the CBJ as we complete this necessary survey.

Sincerely,

Chad P. Gubala, Ph.D.

Chad P. Gubala, Ph.D.

CBJ Utilities Production & Treatment Manager



City and Borough of Juneau Water Service Line Material Survey

Multiple Parcel Owner Worksheet

Owner of Record: [OWNER NAME]

Instructions: Place an "X" in the appropriate Water Service Line Material Type for each parcel indicated on the form.

Property Owner Printed Name

Property Owner Signature

Date

Parcel Address	Water Service Line Material Type				Approx. Construction Date
	Plastic	Lead	Copper	Galvanized	
«ServiceLine_Address»					

City & Borough of Juneau (CBJ) Water Service Line Material Survey

Why is the CBJ performing a Water Service Line Material Survey?

The United States Environmental Protection Agency's (USEPA) Safe Drinking Water Act requires that community water systems – like the CBJ water utility – perform these surveys to identify where lead service lines exist in water systems. The City and Borough of Juneau (CBJ) has contracted Geosyntec Consultants to run the survey and perform outreach regarding the survey.

What is a water service line?

A water service line is the pipe that leads from the CBJ water main to your house or business. It is installed during the process of constructing a building and is the responsibility of the building owner or homeowner.



CBJ Needs Your Help to Complete the Survey

Follow the steps below to determine your water service line material. **Are you the property owner but not on-site?** We encourage you to work with your tenants to complete the survey online.

1 Get Ready

To complete the survey, **grab a coin or key and a strong refrigerator magnet.** You'll use these to test the water service line material.



2 Locate the Water Service Line

Look for where the water service line pipe enters the building. This could be in **a crawl space or through a concrete slab, near the water shut-off valve or handle.**



Water line building entry

3 Identify Your Water Service Line

If your pipe is plastic, you can skip this step and go to Step 4. If your pipe is metal, do the following and compare your results to the table below.

- Carefully use your key or coin to scratch the pipe** – like you would scratch off a lottery ticket. Do not use a screwdriver or other sharp object.
- Place the magnet on the pipe.**

When you scratch the pipe and it's...	Shiny silver	Shiny copper	Dull gray
<p>Lead pipes will often have a "bulb"</p>			
And the magnet...	Doesn't stick	Doesn't stick	Sticks
Your water service line material is:	Lead	Copper	Galvanized steel or iron

4 Submit Your Survey Results

Fill in the enclosed survey forms with your water service line material results and return by mail in the enclosed addressed, postage-paid envelope by July 15, 2024.

? Questions?

Read the Water Service Line Frequently Asked Questions online by scanning the QR code

Contact the CBJ Water Utility at 907-586-0393 or e-mail public.works.admin@juneau.gov.



TAKE THE WATER SERVICE LINE MATERIAL SURVEY TODAY!



Geosyntec consultants

City & Borough of Juneau

Water Service Line Material Survey

Complete the survey today!

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Why is the CBJ performing a Water Service Line Material Survey?

The United States Environmental Project Agency's (USEPA) Safe Drinking Water Act requires that community water systems – like the CBJ Water Utility – perform these surveys to identify where lead service lines exist in water systems. The City and Borough of Juneau (CBJ) has contracted Geosyntec Consultants to perform the survey.

Questions? Contact the CBJ Water Utility at 907-586-0393 or by e-mail at public.works.admin@juneau.gov.

Page 9: Bill Stuffer

WATER SERVICE LINE MATERIAL SURVEY IS NOW AVAILABLE

SUBMIT YOUR SURVEY BEFORE JULY 15, 2024


Scan the QR Code to learn how to identify your water service line material and submit your survey response by July 15, 2024.



Questions? Contact the CBJ Water Utility at 907-586-0393 or e-mail public.works.admin@juneau.gov.



Geosyntec
consultants



TAKE THE WATER SERVICE LINE MATERIAL SURVEY!

Have you heard?

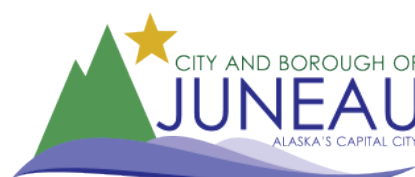
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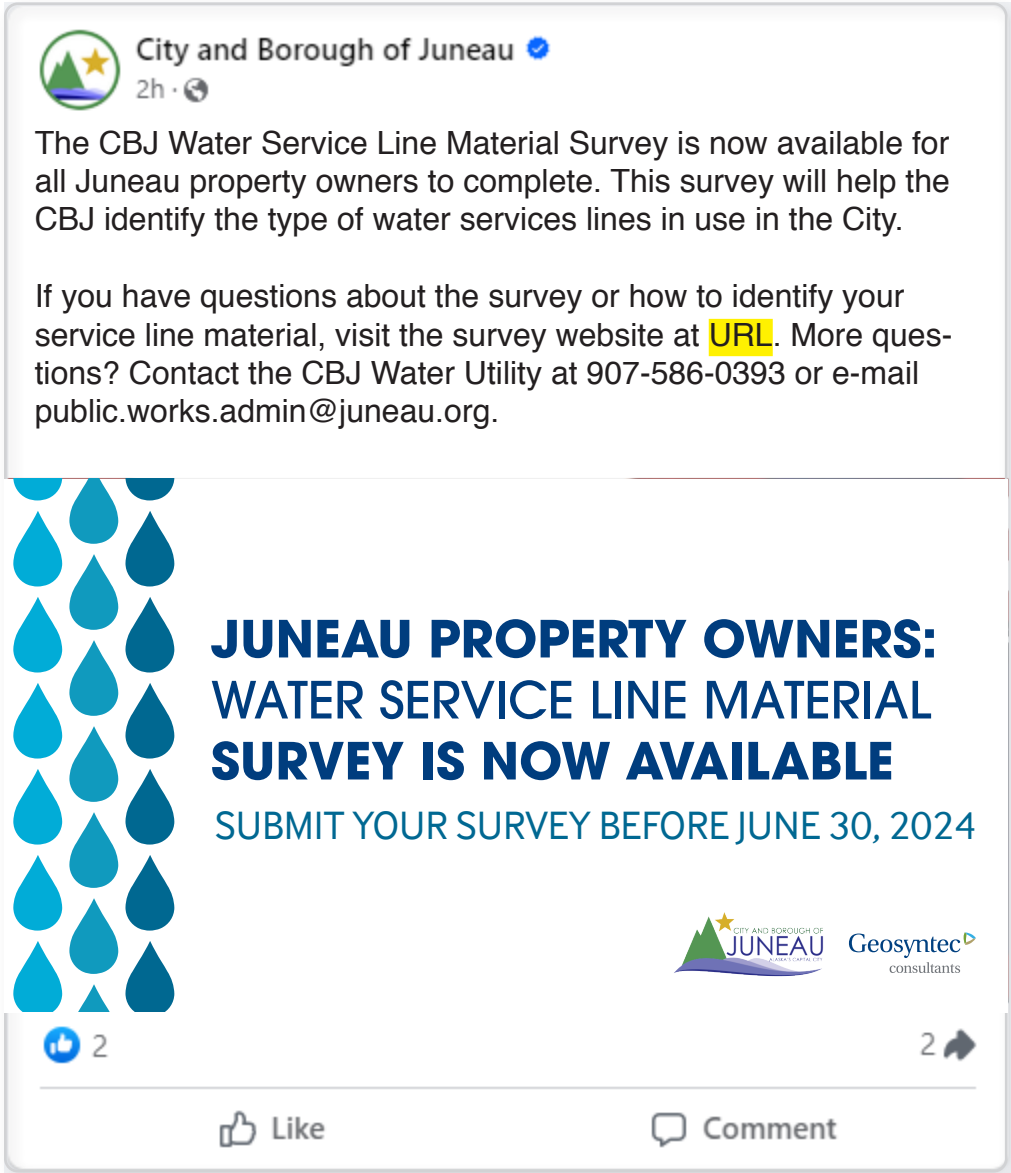
Scan the QR Code to learn how to identify your water service line material and submit your survey response by July 15, 2024.






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Sample Facebook Post



 **City and Borough of Juneau** 
2h · 



The CBJ Water Service Line Material Survey is now available for all Juneau property owners to complete. This survey will help the CBJ identify the type of water services lines in use in the City.



If you have questions about the survey or how to identify your service line material, visit the survey website at [URL](#). More questions? Contact the CBJ Water Utility at 907-586-0393 or e-mail public.works.admin@juneau.org.





**JUNEAU PROPERTY OWNERS:
WATER SERVICE LINE MATERIAL
SURVEY IS NOW AVAILABLE**

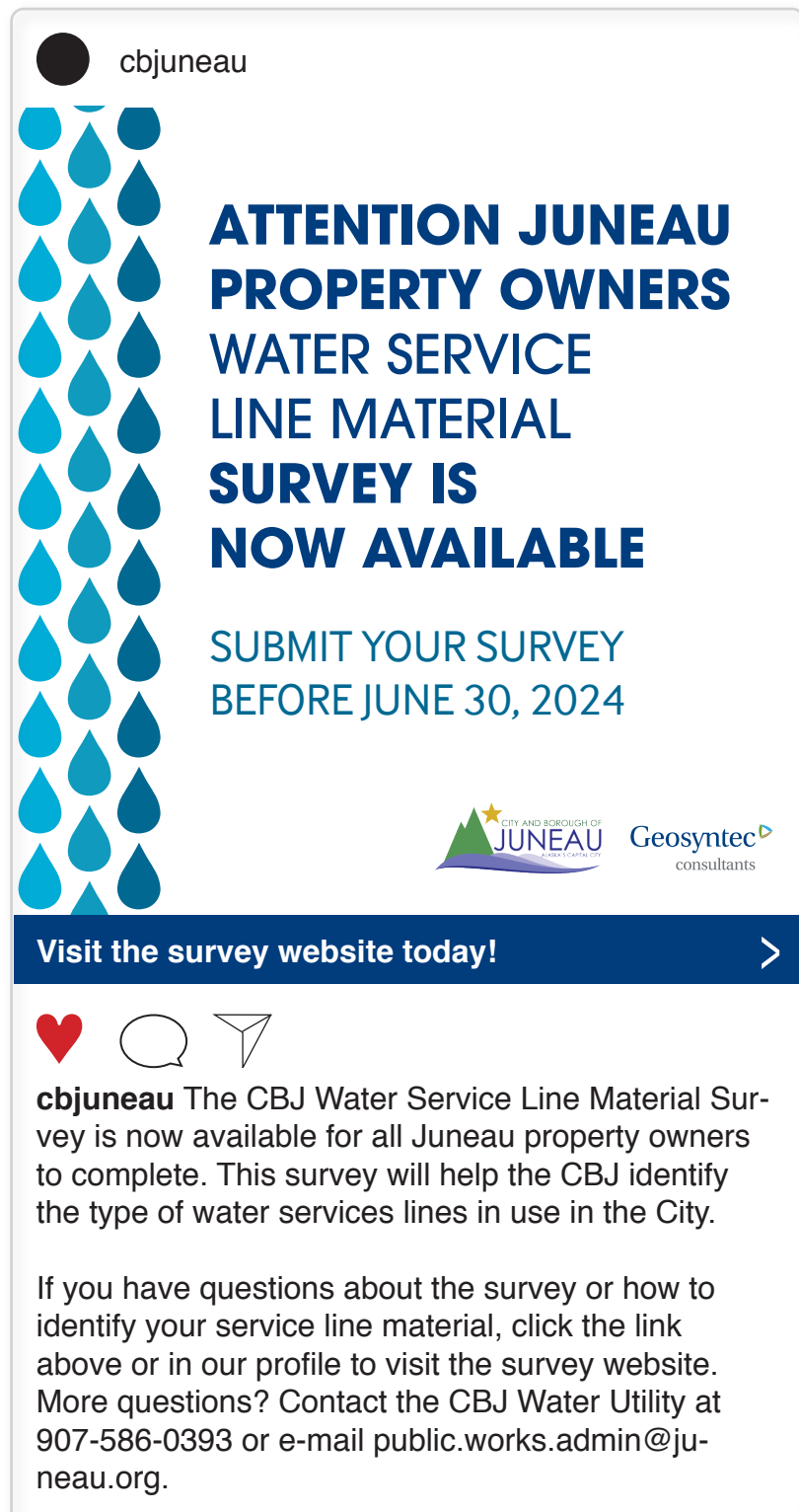
SUBMIT YOUR SURVEY BEFORE JUNE 30, 2024


 


 2 

 Like  Comment

Sample Instagram Post






 **cbjuneau**






**ATTENTION JUNEAU
PROPERTY OWNERS
WATER SERVICE
LINE MATERIAL
SURVEY IS
NOW AVAILABLE**

SUBMIT YOUR SURVEY
BEFORE JUNE 30, 2024

Visit the survey website today! 

cbjuneau The CBJ Water Service Line Material Survey is now available for all Juneau property owners to complete. This survey will help the CBJ identify the type of water services lines in use in the City.

If you have questions about the survey or how to identify your service line material, click the link above or in our profile to visit the survey website. More questions? Contact the CBJ Water Utility at 907-586-0393 or e-mail public.works.admin@juneau.org.

City & Borough of Juneau (CBJ) Water Service Line Material Survey

Frequently Asked Questions

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Complete the Survey

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